

Job Description

Swindon & Gloucestershire Mind

Job Title: Wellbeing House Lead	<i>Grade/Pay Scale:</i> NJC Scale 29 £24,892 to £25,440
Reports to: Chief Executive Officer	Hours: 35 hours per week Monday to Friday (also to cover on call duties) This is a fixed term post until March 2019
Location: Alexandra Wellbeing House, Gloucester	In the Gloucester Wellbeing team

Job Purpose

What you'll be doing

This is an exciting new project that Swindon Mind is delivering in Gloucester. As the Wellbeing House Lead you will be working with people with mental health needs in a 5 bedded house which offers short term respite and wellbeing support.

What the role involves

- General day to day running of the home and leading a small staff team
- Supporting staff and guests in wellbeing planning
- General administrative duties to include data collection, monitoring and reporting outcomes
- Establish and maintain outstanding communication with the guests and professionals

This is a full-time post working Monday to Friday between the hours of 9 am to 5 pm but the post holder must be available for on call duties. There is additional payment for staff that has to deal with an out of hour's incident.

Key Accountabilities

Operational Delivery

1. To monitor and deliver the Wellbeing House service alongside senior management according to the service delivery plan
2. To develop and keep up to date the policies and procedures for the House
3. To ensure compliance with legal and health and safety regulations
4. To manage the staffing and ensuring adequate staff support; this includes managing annual leave periods, staff sickness cover and the on call rota
5. To take part in the on call rota
6. To ensure accurate and detailed records are kept and to comply with data protection procedures
7. To manage a team that builds and sustains a positive, dynamic can-do culture, making the house a great place to spend time
8. Carry out regular line management sessions and annual staff appraisals supporting staff to be the best they can be in order to provide an exceptional service

9. To hold regular team meetings to maintain effective communication and awareness of progress and development within the service and in mental health services in general
10. To promote the new service liaising with appropriate agencies, and arranging time for presentations
11. To liaise with professionals about the House, guests or potential guests
12. To provide supervision, training and development for the staff, and volunteers
13. To develop and coach person centered wellbeing plans with staff and guests
14. To refer, signpost and support individuals to the most appropriate services, within mental health service providers and community resources
15. To report faults and maintenance issues to the appropriate services
16. To regularly monitor risk and to update risk assessments as and when needed
17. Establish partnerships with other relevant agencies
18. To develop the service to incorporate workshops and sessions that support a person's wellbeing
19. To participate in the development of a service that is welcoming, user friendly and empowering

Monitoring and evaluation

20. Lead on the design and data collection method as applicable, capture and record data and report at agreed frequency to demonstrate service outcomes
21. To monitor and prepare monthly stats on guests and requested outcomes as needed
22. To ensure that staff complete paperwork and procedures in relation to a guests induction, stay and exit

Marketing

23. Continually promote the service, raise awareness, promote good news stories and maintain high profile
24. Share information and services via social media
25. Promote services to self-referrals via GP surgeries

Financial management /Sustainability

26. To keep up to date financial documents in relation to the service and to liaise regularly with Swindon Mind Finance
27. To identify and work with other partnerships/ organisations who could contribute to the sustainability and the success of the project

Support & Information

28. Provide up to date information and signpost to relevant agencies when appropriate
29. Provide and signpost mental health advocacy accordingly
30. To work with individuals in a holistic way offering wellbeing support
31. To support other areas of work and undertake other duties at Swindon Mind when needed

Person spec. (E) Essential, (D) Desirable
Knowledge & Experience

Self-motivated with energy, commitment and enthusiasm (E)
Experience of recruitment and management of staff and volunteers (E)
Ability to establish and maintain good working relationships with colleagues and other professionals (E)
Knowledge and experience of supporting and coaching people to improve their wellbeing (E)
A sound working knowledge of safeguarding and the protection of vulnerable adults (E)
Experience of working in a successful partnership (E)
Good IT skills including use of Microsoft Office, email and internet (E)
Experience of collecting and recording data and presenting information to a range of audiences (E)
Experience of working with mental health service users and an understanding of their issues and concerns (E)
Excellent interpersonal and communication skills which support the efficient functioning of the team and the service (E)
A flexible approach to managing and prioritising a varied workload and multiple tasks (E)
Ability and willingness to reflect on work practice and be open to constructive feedback (E)
Experience of implementing operational processes against agreed standards (E)
Ability to work in an enabling and creative way (E)
Willingness to support staff and guests with a range of needs to meet their goals (E)
Understanding and practical knowledge of recovery (E)
Knowledge and commitment to service users rights (E)
Understanding of the impact of stigma and discrimination (E)
Ability to cover weekends and evenings in the event of an emergency or lack of staff cover – if this happens there will be an additional call out pay added to the wages (E)
Driving License or ability to travel (E)
Ability to use social media to promote the service (E)

Full First Aid certificate (D)
Mental Health First Aid Certificate (D)
An understanding of Mind and its networks, or similar structures within the voluntary sector (D)
Experience of managing budgets (D)

This role profile is not exhaustive and may be subject to change to meet the operational needs of Swindon Mind

New employees will be subject to a six month probationary period